

Application Support Guide

Post Retirement Pensions & Investments

Contents

- How to upload documentation to PORTUS
- What happens next?
- Approved Retirement Fund (ARF)
- Investment only for SAPS
- Personal Investment Bond



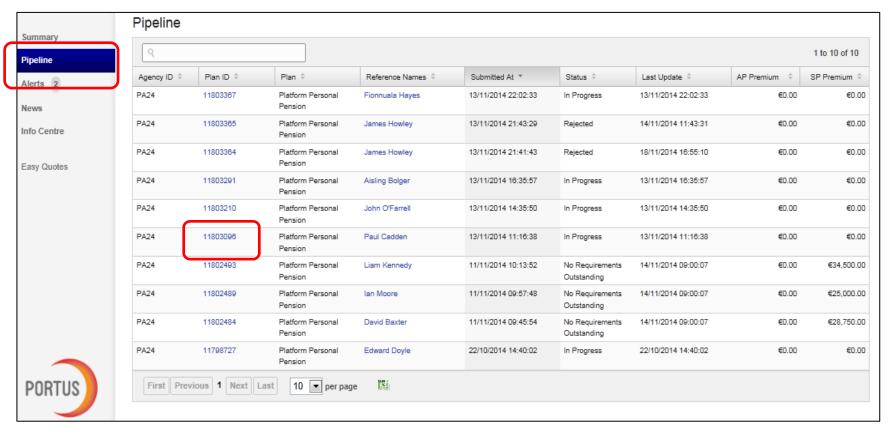
How to upload documentation to PORTUS



Uploading Documentation to PORTUS

Once you have bought a customer plan, the quickest and easiest way for you to submit the required documentation is to:

1. Click on your Pipeline and select the relevant customer plan ID.



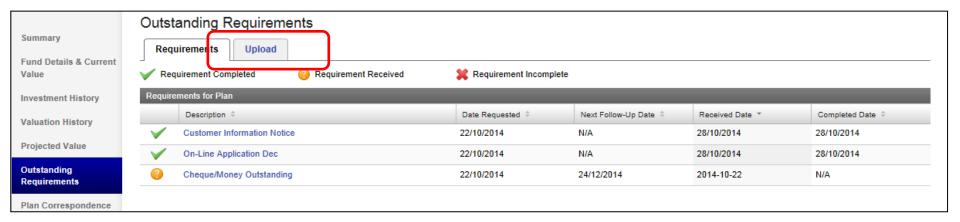
This will then bring you directly to that specific plan detail and record on PORTUS. The plan summary will be displayed on the screen.

2. Verify that this is the correct plan, and then click on the Outstanding Requirements section of the left side bar.

ummary	Plan Status	NOT VET IN FORCE	Di- 4 - 1 - 1	No.	
and Dataila & Comment		NOT YET IN FORCE	Plan Assigned	No	
Fund Details & Current Value	Plan Owner 1	Mr Paul Cadden	Plan Owner 2		
	Life Assured 1	Mr Paul Cadden	Life Assured 2		
vestment History	Underwriting Decision Life Assured 1	Not Applicable	Underwriting Decision Life Assured 2		
aluation History	Commencement Date	13/11/2014	Maturity Date	03/03/2034	
rojected Value	Paid In Trust	No	Indexation	No	
utstanding	Servicing Agent	PA24			
equirements					
lan Correspondence					
ayment Details					
egular Withdrawals					
/ithdrawals History					
ontact History					
ransaction History					

In order to upload documentation such as the applications declarations and consents:

3. Click on the upload tab as indicated



4. Select the type of document you wish to upload from the drop down menu and click on the add files button to select your saved version of the document. The document will be added under the filename section and you can select **start upload** to arrange for upload directly to Irish Life.



What Happens Next?

Once you have uploaded your documents, these will automatically update to the Irish Life system. A work item will be automatically be created for the Pensions New Business team, to notify them that a new application has been made, and documents are available to view. They will receive a copy of everything you have uploaded, so there is no need to submit a copy or fax of same, unless you are requested to do so.

If there is additional information you need to provide us with, in relation to the application, such as a request for a willing and able letter or to confirm certain details, you can note this on a cover sheet when uploading documents. This avoids the need for further follow up and requests, and ensures a smoother application process.

Your Pensions New Business contact will review the application and documents, and if any further information is needed, will contact you directly.

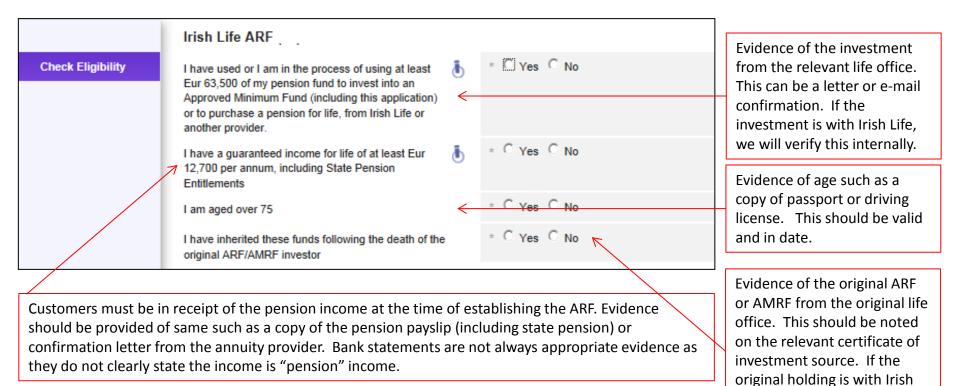
Approved Retirement Fund (ARF) Application



Check Eligibility (ARF)

In this screen you will need to confirm the customers eligibility to purchase an ARF arrangement.

In all cases we will need to verify their eligibility. We have outlined below the various requirements that will be needed.



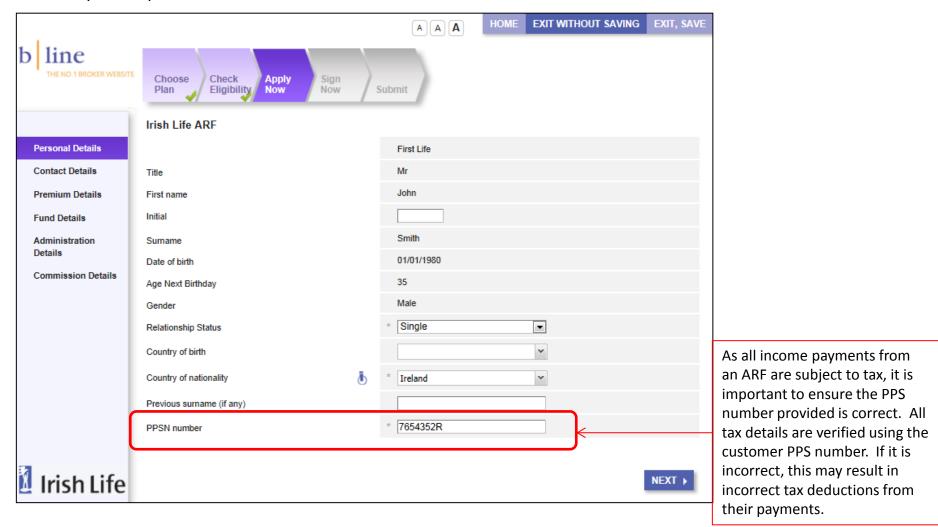
Helpful Hint: Anti Money laundering requirements are required for an ARF withdrawal. If provided at New Business stage we will note this to our file and they will not be requested to proceed with a future ARF partial or withdrawal. A copy of the customers driving license will meet both identity and address requirements.

Life, we will verify this

internally.

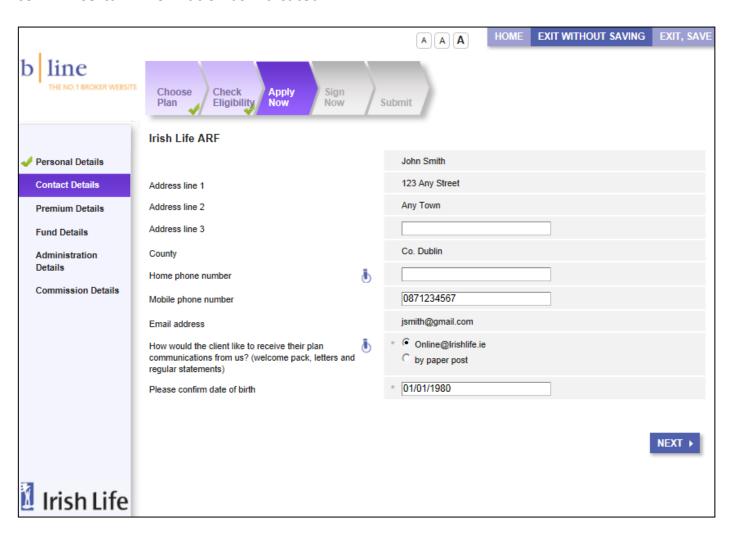
Personal Details

Most of the required personal details will be pre-populated from the client record. The client record is updated when you add a client or may be on our records, if the client already has a plan with Irish Life. There will be additional fields for you to update as indicated.



Contact Details

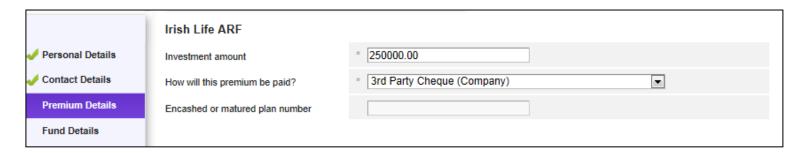
Similar to the Personal Details screen, certain fields will auto populate from the client record. You will be asked to confirm certain information as indicated.



Helpful Hint: Both, Mobile Phone Number and Email address must be provided if customer is opting for online communications.

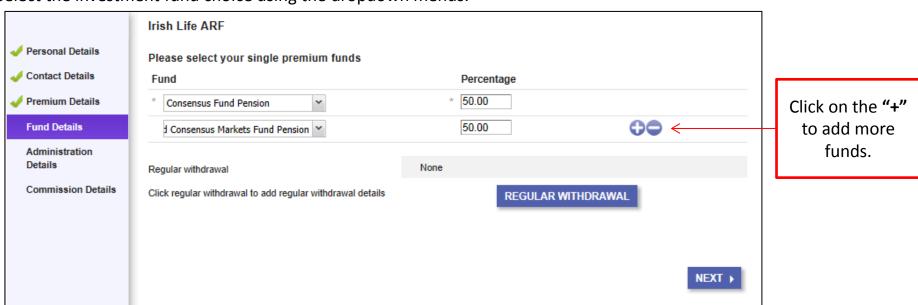
Payment Details

Confirm the approximate investment amount applicable to the ARF.



Fund Details

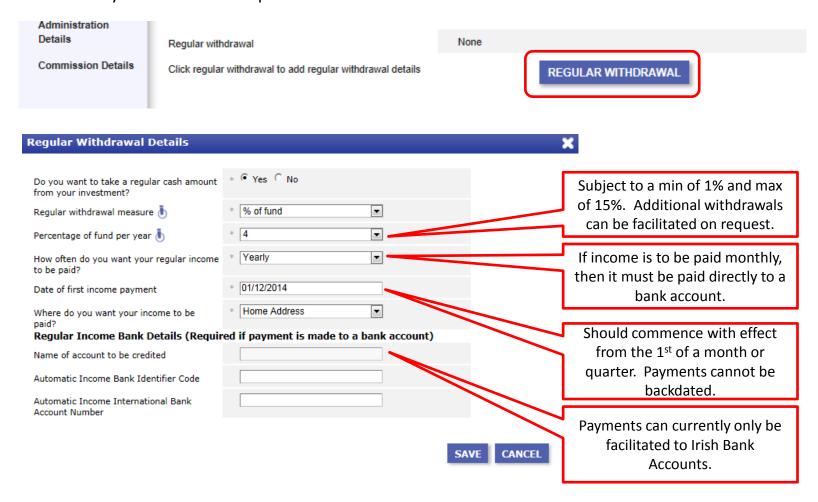
Select the investment fund choice using the dropdown menus.



Regular Withdrawals

You do not have to select a regular withdrawal unless the customer specifically requests one.

The minimum regular income payment that can be made is 1% per annum. Alternatively they can opt for a higher income, to a maximum of 15%, from any age. This can be paid monthly, quarterly, half yearly or yearly. All ARF customers are automatically paid the minimum amount annually from the year they turn 61, keeping in line with imputed distribution requirements. This is automatically paid annually unless advised otherwise. If the customer has received payment throughout the year, that is less than required minimum, payment will automatically balance to the required amount in December.



Commission Details

Click on the + symbol to display the commission options available for this contract.



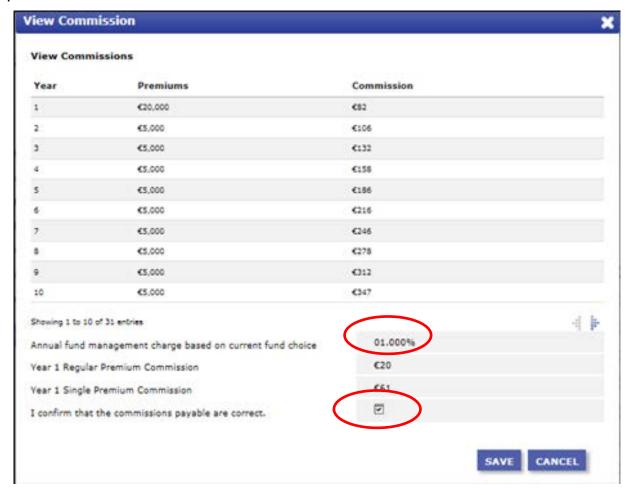
Select the chosen commission option or use the search function to search according to profile number



Commission Details

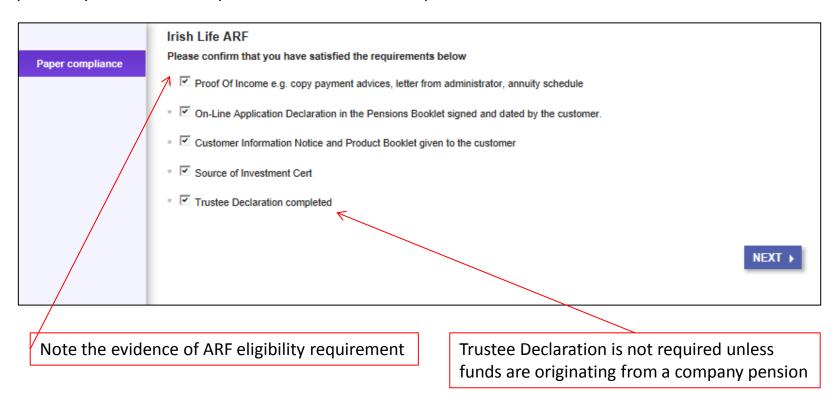
Once you have selected the commission options chosen, you will need to click on "View Commission". The pop up screen will display details of the chosen commission in terms of actual payment and annual fund management charge.

In order to finalise the application you will need to click the relevant check box to confirm that the commissions payable are correct, and finally click save. This will return you to the original commission screen, on which you can proceed to click next.



Paper Compliance

This section of the submission asks you to confirm that certain compliance requirements have been met. For example, the Customer Information Notice and Product Booklet have been provided to the customer. In order to proceed you will need to update the check boxes and proceed to next.



Submission

You are now at the final stage of submission. This particular screen will allow you to preview the Record of Conversation that will issue to your customer upon final submission of the application. This allows you the opportunity to review the information you have entered to ensure it is correct. You just need to click preview report and a separate Pdf document will be displayed. As the commission profile information is not noted in the Record of Conversation or preview report, it will be noted on this screen.

If you are happy with the information you have entered, click on Submit Plan to finalise and proceed with the application. A pop up box will be displayed to advise that the submission has been completed.



Final Submission

Once the submission has been completed, you will be provided with your plan number for this particular application. You should make note of this number on your files and also on the Declarations and Consents, which will be submitted to Irish Life.

If you have another application or proposal for this customer, simply click on the relevant button "another proposal for this client". Otherwise click done to exit.

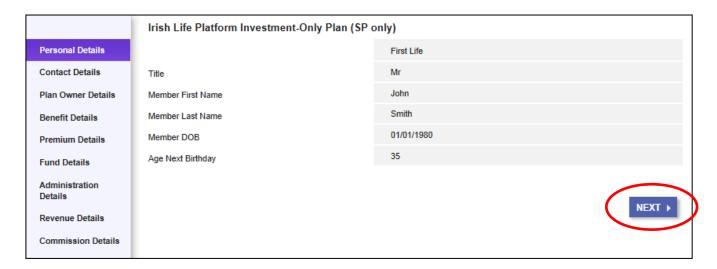


Investment-only for SAPS Application



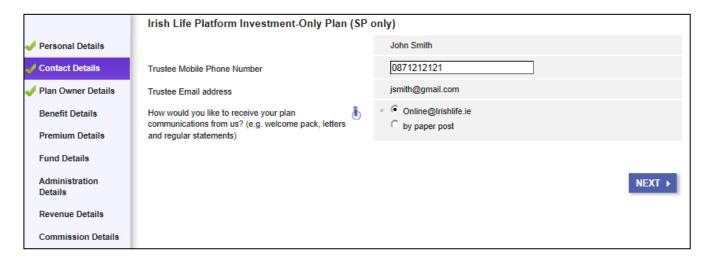
Personal Details

For Investment Only plans, all Personal Details will be pre-populated from the Client Record. Simply click next to proceed.



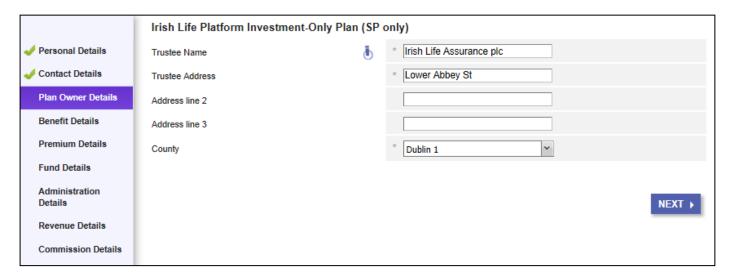
Contact Details

Most of the information will be prepopulated, simply select the method of communication and update mobile number.



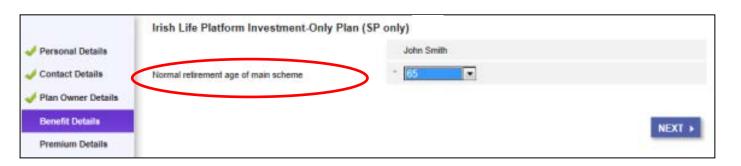
Plan Owner Details

Please confirm the requested information in terms of the trustees of the (Small) Self Administered scheme. It should be noted that the trustees named may differ from the overall scheme name.



Benefit Details

As indicated, the normal retirement age of this arrangement, should match that of the main scheme.



Premium Details

Please confirm the premium detail applicable to the arrangement.

	Irish Life Platform Investment-Only Plan (SP only)			
✓ Personal Details	Lump sum amount	* 150000.00		
✓ Contact Details	How will this premium be paid?	* 3rd Party Cheque (Company)		
✓ Plan Owner Details	Name of third party cheque account	* Irish Life		
✓ Benefit Details	holder			
Premium Details				
Fund Details			NEXT ▶	

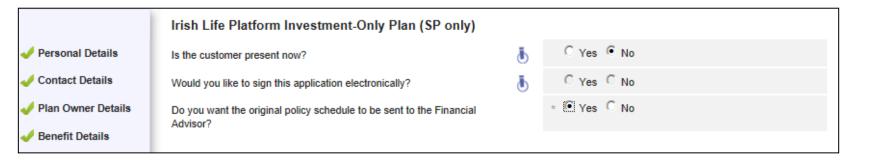
Fund Details

Select the investment fund choice using the dropdown menus.



Click on the "+" to add more funds.

Administration Details



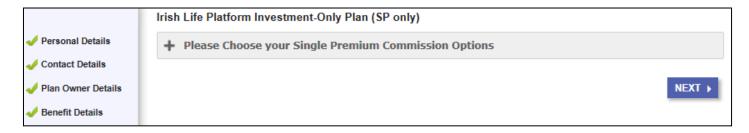
Revenue Details

Please update all requested details in relation to the main scheme benefit. Scheme name should match that as approved by Revenue.

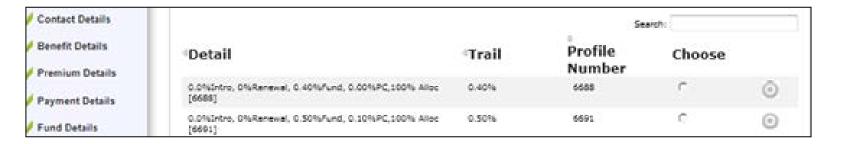


Commission Details

Click on the + symbol to display the commission options available.



Select the chosen commission option or use the search function to search according to profile number



Paper Compliance

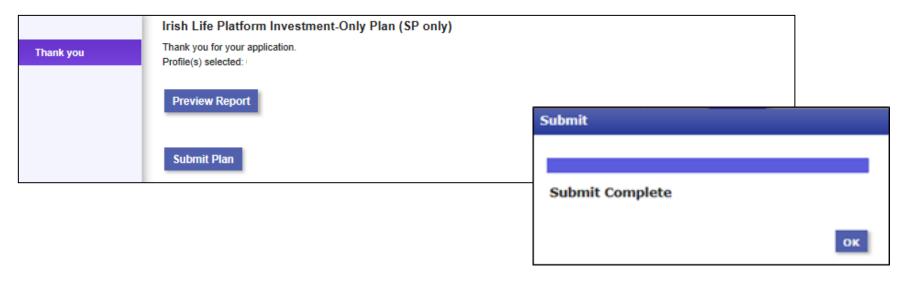
This section of the submission asks you to confirm that certain compliance requirements have been met. For example, the Customer Information Notice and Product Booklet have been provided to the customer. In order to proceed you will need to update the check boxes and proceed to next.

	Irish Life Platform Investment-Only Plan (SP only)
Paper compliance	Please confirm that you have satisfied the requirements below
	* On-Line Application Declaration in the Pensions Booklet signed and dated by the customer.
	* Customer Information Notice and Product Booklet given to the customer

Submission

You are now at the final stage of submission. This particular screen will allow you to preview the Record of Conversation that will issue to your customer upon final submission of the application. This allows you the opportunity to review the information you have entered to ensure it is correct. You just need to click preview report and a separate Pdf document will be displayed. As the commission profile information is not noted in the Record of Conversation or preview report, it will be noted on this screen.

If you are happy with the information you have entered, click on Submit Plan to finalise and proceed with the application. A pop up box will be displayed to advise that the submission has been completed.

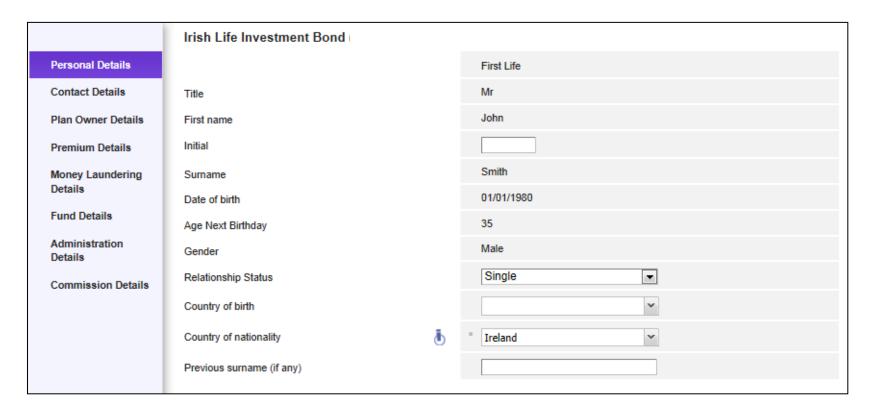


Investment Bond Application Single and Joint Life



Personal Details

Most of the required personal details will be pre-populated from the client record. The client record is updated when you add a client or may be on our records, if the client already has a plan with Irish Life. There will be additional fields for you to update as indicated.

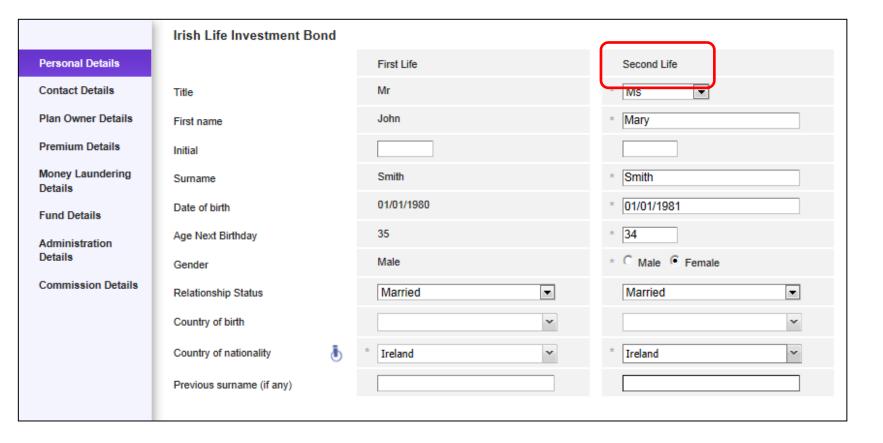


Helpful Hint: While it is not requested on the application screens, Customer PPS number is a requirement for an Investment Bond. Please ensure to note this on your customer application when submitting to our offices.

Personal Details - Joint Life

Most of the required personal details will be pre-populated from the client record, automatically to the First life. The client record is updated when you add a client or may be on our records, if the client already has a plan with Irish Life. There will be additional fields for you to update as indicated.

You will need to ensure that the second life details are fully completed as these will not be pre populated.



Contact Details

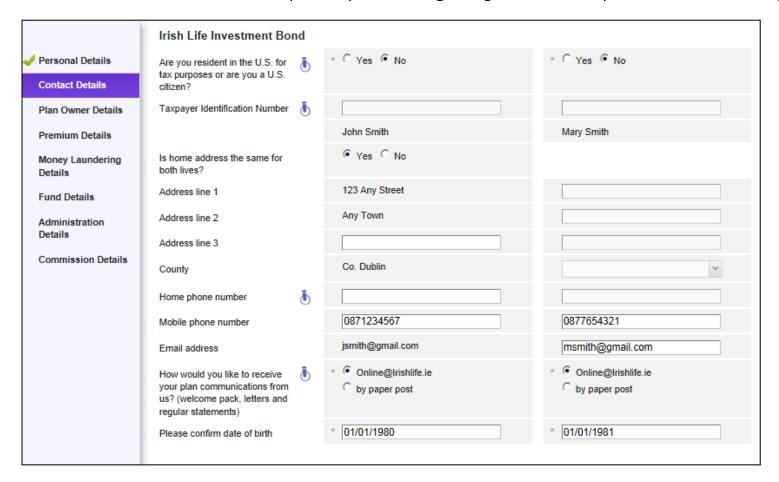
Similar to the Personal Details screen, certain fields will auto populate from the client record. You will be asked to confirm certain information as indicated. You will also notice the addition of specific questions regarding U.S. Citizenship in line with FATCA requirements.

	Irish Life Investment Bond]
✓ Personal Details	Are you resident in the U.S. for tax purposes or are you a U.S. citizen?	₽	∗ C Yes • No	If you answer
Contact Details Plan Owner Details	Taxpayer Identification Number	₫	John Smith	yes to this U.S. citizen
Premium Details	Address line 1		123 Any Street	question, you will be asked
Money Laundering Details	Address line 2		Any Town	to confirm the customers
Fund Details	Address line 3			Taxpayer
Administration Details	County Home phone number	ð	Co. Dublin	Identification Number.
Commission Details	Mobile phone number	Ü	0871234567	
	Email address		jsmith@gmail.com	
	How would you like to receive your plan communications from us? (welcome pack, letters and regular statements)	d 🕭	* • Online@Irishlife.ie C by paper post	
	Please confirm date of birth		* 01/01/1980	

Helpful Hint: Both, Mobile Phone Number and Email address must be provided if customer is opting for online communications.

Contact Details – Joint Life

Similar to the Personal Details screen, certain fields will auto populate from the client record for the First Life. You will need to fully update all details for the second life. You will be asked to confirm certain information as indicated. You will also notice the addition of specific questions regarding U.S. Citizenship in line with FATCA requirements.



Please Note: Please note where online communications has been selected, all policy documentation will be issued to the details provided for the first life.

Plan Owner Details

Depending on the type of plan owner, you will be required to provide additional information. If the customer (life assured) is also the plan owner, you can simply click next to continue. Otherwise please select the relevant plan owner or trustee and update the required information.



Personal Owner Details

Business Owner Details

Trustee Details

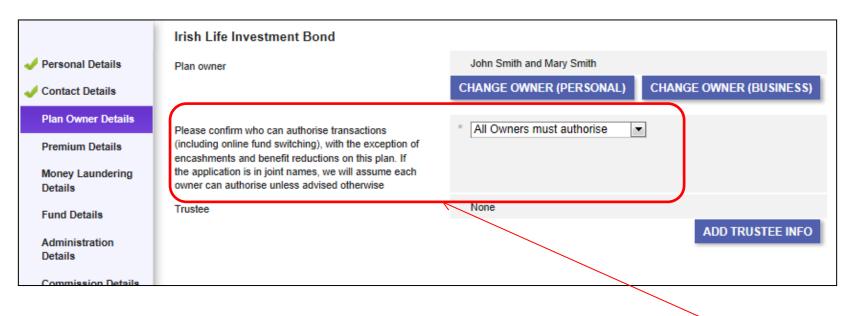
Personal Owner Details	×
Title	*
First name	*
Last name	*
Date of birth	*
Home phone number	
Mobile phone number	
Email address	
How would you like to receive your plan communications from us? (e.g. welcome pack, letters and regular statements)	Conline@Irishlife.ie by paper post
Address of the policy owner	*
Address line 2	
Address line 3	
County	*
Country of Birth	*
Country of nationality 1	*
Are you resident in the U.S. for tax purposes or are you a U.S. citizen?	□ C Yes C No
Taxpayer Identification Number 🖥	

Business name 🎳	*
9	
Insurable interest	*
Business address line 1	*
Address line 2	
Address line 3	
County	*
Phone number	
Fax number	
What type of company is this?	*

Trustee Details		
Please indicate the type of trust required	*	
Title of appointer	*	
First name of appointer	*	
Last name of appointer	*	
Address line 1 of appointer	*	
Address line 2		
Address line 3		
County	*	
Country of Birth	*	
Country of Nationality 🖥	*	
Are you resident in the U.S. for tax purposes or are you a U.S. citizen?	⊕ C Yes C No	
Taxpayer Identification Number 🔥		

Plan Owner Details - Joint Life

Depending on the type of plan owner, you will be required to provide additional information. If the customer (life assured) is also the plan owner, you can simply click next to continue. Otherwise please select the relevant plan owner or trustee and update the required information.

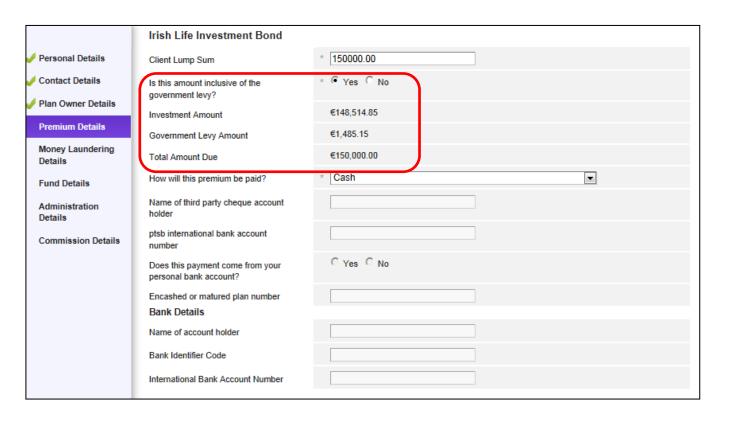


For joint life cases, you can select, who can authorise certain transactions such as fund switches. For full details of the options available, use the drop down menu.

Premium Details

Please update the relevant details regarding the premium amount and how this is to be paid.

Please take particular care in relation to the "Is this amount inclusive of the Government levy".



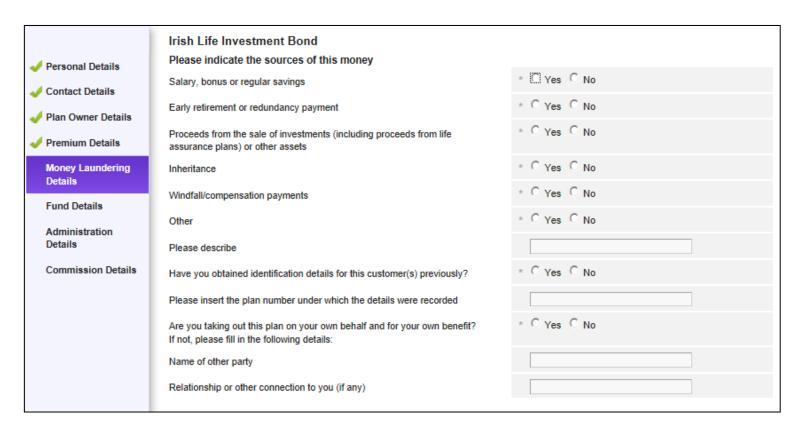
Money Laundering Details (Source of Wealth)

Please update the relevant details regarding the source of wealth and Money Laundering requirements.

Please note that additional anti money laundering requirements must be submitted with a new Investment Bond application, unless we hold such documents on our files for your customer already:

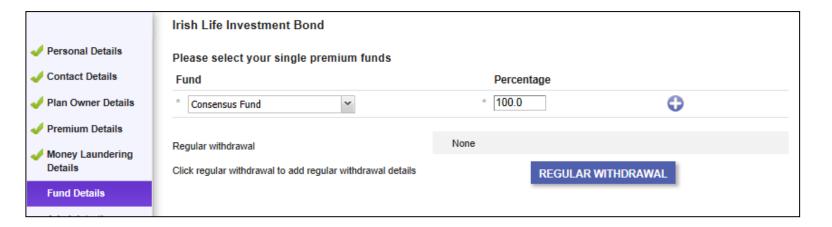
- Evidence of Address
- Photographic ID (passport, driving license etc.)

Helpful Hint: An in date and valid driving license will meet both ID and address requirements.



Fund Details

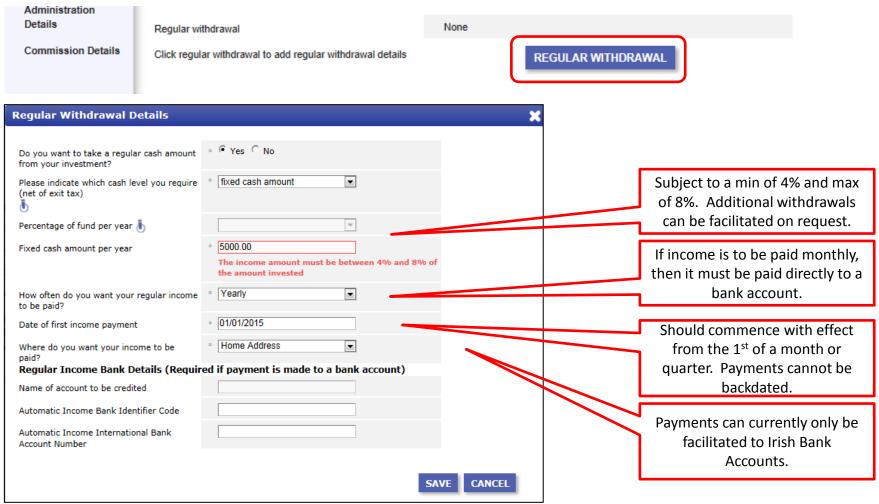
Select the investment fund choice using the dropdown menus.



Regular Withdrawals

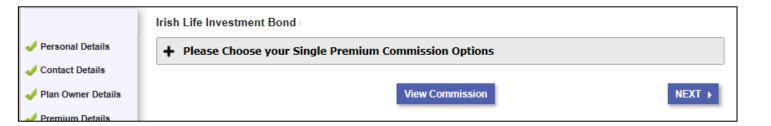
You do not have to select a regular withdrawal unless the customer specifically requests one.

The minimum regular income payment that can be made is 4% per annum. Alternatively they can opt for a higher income, to a maximum of 8%. It should be noted that even if a regular monetary amount is selected, this must fall between the 4-8% income bands. This can be paid monthly, quarterly, half yearly or yearly.



Commission Details

Click on the + symbol to display the commission options available for this contract.



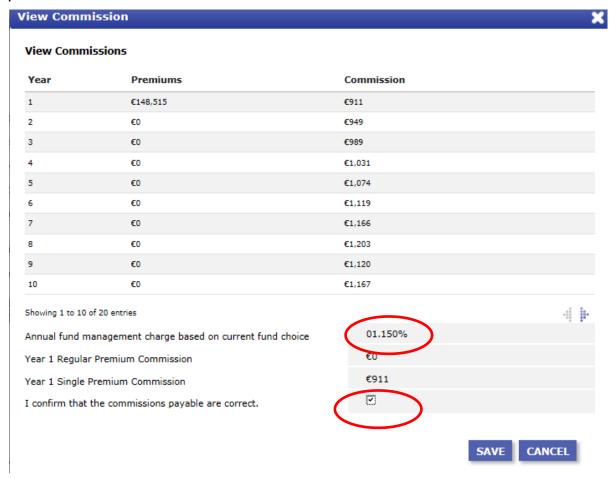
Select the chosen commission option or use the search function to search according to profile number



Commission Details

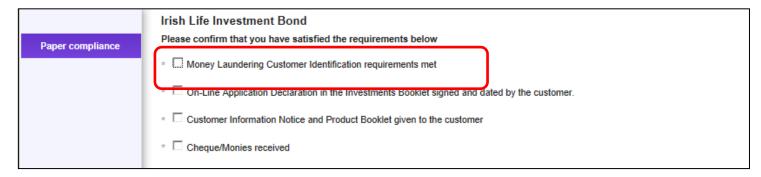
Once you have selected the commission options chosen, you will need to click on "View Commission". The pop up screen will display details of the chosen commission in terms of actual payment and annual fund management charge.

In order to finalise the application you will need to click the relevant check box to confirm that the commissions payable are correct, and finally click save. This will return you to the original commission screen, on which you can proceed to click next.



Paper Compliance

This section of the submission asks you to confirm that certain compliance requirements have been met. For example, the Customer Information Notice and Product Booklet have been provided to the customer. In order to proceed you will need to update the check boxes and proceed to next.



Submission

You are now at the final stage of submission. This particular screen will allow you to preview the Record of Conversation that will issue to your customer upon final submission of the application. This allows you the opportunity to review the information you have entered to ensure it is correct. You just need to click preview report and a separate Pdf document will be displayed. As the commission profile information is not noted in the Record of Conversation or preview report, it will be noted on this screen.

If you are happy with the information you have entered, click on Submit Plan to finalise and proceed with the application. A pop up box will be displayed to advise that the submission has been completed.

